

ITIL® CERTIFICATE IN RELEASE, CONTROL AND VALIDATION

The ITIL® Certificate in Release, Control and Validation is intended to enable the holders of the certificate to the ITIL® Foundation certificate in IT Service Management to apply the practices in resolution and support of the Service Management lifecycle.

Target Group

The target group of the ITIL® Certificate in Release, Control and Validation is:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications.
- Individuals who require a deep understanding of ITIL® Certificate in Release, Control and Validation processes and how it may be used to enhance the quality of IT service support within an organisation.
- Operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfillment, Service Evaluation and Knowledge Management, who wish to enhance their role-based capabilities.

This may include but is not limited to, IT professionals, business managers and business process owners.

Learning Objectives

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the capability of Release, Control and Validation management
- Change management as a capability to realise successful service transition
- Service validation and testing as a capability to assure the integrity and the quality of service transition
- Service asset and configuration management as a capability to monitor the state of service transition
- Knowledge management as part of enhancing the on-going management decision support and service delivery capability
- Service request fulfilment and evaluation to assure meeting committed service level performance
- Common Service Operation activities related to Release, Control and Validation processes
- Organizing for Service Operation which describe functions to be performed within Release, Control and Validation processes



- Release Control and Validation process roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks
- CSI as a consequence of effective Release, Control and Validation processes

Prerequisite Entry Criteria

Candidates wishing to attend an accredited ITIL® Certificate in Release, Control and Validation shall:

- Hold an ITIL® V3 Foundation certificate in IT Service Management, or V2-V3 Foundation bridge certificate.
- Demonstrate familiarity with IT terminology and understand the context of Release, Control and Validation management of their own business environment is strongly recommended.
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
 - o Change management
 - o Release management
 - o Configuration management
 - o Service evaluation and quality assurance
 - o Knowledge management
 - o Service validation and testing

It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training for the certification.

Eligibility for Examination

To be eligible for the examination leading to an accredited ITIL® Certificate in Release, Control and Validation, the candidate must fill the following requirements:

- Have attended the course with an accredited training provider
- Demonstrate 2 to 4 years professional experience on the ITSM market place;
- Have completed at a minimum 12 hours of personal study. Ideally, candidates should have read the pertinent areas of the ITIL Service Management Practice core guidance publications.

Syllabus

Candidates for the ITIL Release, Control and Validation (RC&V) certificate must have to complete all 12 course modules and successfully pass the corresponding examination to achieve accreditation. The units cover the topics listed.

1. Introduction

This unit enables the candidate to understand, analyze and discuss the importance of Service Capability Stream: Release, Control and Validation in the context of the Service Lifecycle.



2. Change Management

This unit enables the candidate to understand, analyze and discuss how changes should be managed to optimize risk and benefit exposure, and minimize the severity of any impact and disruption.

3. Service Asset and Configuration Management

This unit enables the candidate to understand, analyze and discuss how service assets should be managed through configuration management to gain efficiency and effectiveness for IT service organization.

4. Service Validation and Testing

This unit enables the candidate to understand, analyze and discuss how service validation and testing should be conducted to contribute to quality assurance for introducing services that are fit-for-purpose and fit-for-use.

5. Release and Deployment Management

This unit enables the candidate to understand, analyze and discuss how services can be released into production so as to enable effective use of the services and deliver business value.

6. Request Fulfilment

This unit enables the candidate to understand, analyze and discuss how services request should be handled as a separate routine to avoid congesting and obstructing the normal incident and change management processes.

7. Service Evaluation

This unit enables the candidate to understand, analyze and discuss how services are evaluated against its target performance in the context of changing existing service portfolio to a new portfolio, and how the deviation between the two can be understood and managed.

8. Knowledge Management

This unit enables the candidate to understand, analyze and discuss the importance of knowledge management for improving the quality of management decision making.

9. Service Release, Control, Validation Roles and Responsibilities

This unit enables the candidate to analyze and explain how Service roles and responsibilities contribute to Service Release, Control and Validation.

10. Technology and Implementation Considerations



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This unit introduces technology implementation as part of implementing service management process capabilities, and what the special technology functions and features are, as related to Release, Control and Validation capabilities.

11.Common service activities

This unit enables the candidate to understand, analyze, discuss and describe a set of operations activities performed in day-to-day service operations to ensure the technology is aligned with the overall service and process objectives.

12.Continual Service Improvement

This unit enables the candidate to understand, analyze and discuss continual service improvement throughout the entire service lifecycle.

Examination Format

This syllabus has an accompanying examination with must be passed for the candidate to achieve the ITIL® Certificate in ITIL Service Management Capability – Release, Control and Validation.

Exam Type: Nine (9) Complex, multi-part, multiple choice scenario-based gradient scored questions Duration Maximum **90** minutes.

Prerequisite: ITIL v3 Foundation Certificate or ITIL v2 Foundation plus Bridge Certificate and completion of an RC&V Course from and ITIL Accredited Training Provider.

Supervised: Yes
 Open Book: No
 Pass Score: 65% (6 of 9)
 Distinction Score: 75% (7 of 9)
 Paper Based Examination

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